

Root Cause Analysis Steps

Root Cause Analysis focuses on finding flaws and opportunities for improvement in the health care environment. RCAs are not used to evaluate the performance of individual health care providers. Here are the steps to performing an RCA:

1. Describe the incident. You may use a diagram to illustrate the work flow in which the event/error occurred.
2. Compare the incident work flow to the usual or recommended processes.
3. Identify contributing factors. Categories may include:
 - Human factors such as communication failures, insufficient training or fatigue/inadequate staffing
 - Equipment failures
 - Problems with the work environment (such as inability to hear emergency alarms)
 - Poorly written or absence of policies and procedures
 - Absence of necessary safe-guards
4. Identify corrective interventions.